

# CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

## I. (a) PLAINTIFFS

NAN HUTCHINSON

## DEFENDANTS

NCO FINANCIAL SYSTEMS, INC.

(b) County of Residence of First Listed Plaintiff

County of Residence of First Listed Defendant

(c) Attorney's (Firm Name, Address, Telephone Number and Email Address)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED.

Craig Thor Kimmel, Esquire  
Kimmel & Silverman, P.C.  
30 E. Butler Pike  
Ambler, PA 19002  
(215) 540-8888

Attorneys (If Known)

## II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

- ☐ 1 U.S. Government Plaintiff
- ☒ 3 Federal Question (U.S. Government Not a Party)
- ☐ 2 U.S. Government Defendant
- ☐ 4 Diversity (Indicate Citizenship of Parties in Item III)

## III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)

- (For Diversity Cases Only)
- |   | PTF                        | DEF                        |   | PTF                        | DEF                        |
|---|----------------------------|----------------------------|---|----------------------------|----------------------------|
| Citizen of This State                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | Incorporated or Principal Place of Business In This State     | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |
| Citizen of Another State                | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | Incorporated and Principal Place of Business In Another State | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 |
| Citizen or Subject of a Foreign Country | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | Foreign Nation  | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |

## IV. NATURE OF SUIT (Place an "X" in One Box Only)

CONTRACT	TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
<input type="checkbox"/> 110 Insurance <input type="checkbox"/> 120 Marine <input type="checkbox"/> 130 Miller Act <input type="checkbox"/> 140 Negotiable Instrument <input type="checkbox"/> 150 Recovery of Overpayment & Enforcement of Judgment <input type="checkbox"/> 151 Medicare Act <input type="checkbox"/> 152 Recovery of Defaulted Student Loans (Excl. Veterans) <input type="checkbox"/> 153 Recovery of Overpayment of Veteran's Benefits <input type="checkbox"/> 160 Stockholders' Suits <input type="checkbox"/> 190 Other Contract <input type="checkbox"/> 195 Contract Product Liability <input type="checkbox"/> 196 Franchise	<b>PERSONAL INJURY</b> <input type="checkbox"/> 310 Airplane <input type="checkbox"/> 315 Airplane Product Liability <input type="checkbox"/> 320 Assault, Libel & Slander <input type="checkbox"/> 330 Federal Employers' Liability <input type="checkbox"/> 340 Marine <input type="checkbox"/> 345 Marine Product Liability <input type="checkbox"/> 350 Motor Vehicle <input type="checkbox"/> 355 Motor Vehicle Product Liability <input type="checkbox"/> 360 Other Personal Injury <b>PERSONAL INJURY</b> <input type="checkbox"/> 362 Personal Injury - Med. Malpractice <input type="checkbox"/> 365 Personal Injury - Product Liability <input type="checkbox"/> 368 Asbestos Personal Injury Product Liability <b>PERSONAL PROPERTY</b> <input type="checkbox"/> 370 Other Fraud <input type="checkbox"/> 371 Truth in Lending <input type="checkbox"/> 380 Other Personal Property Damage <input type="checkbox"/> 385 Property Damage Product Liability	<input type="checkbox"/> 610 Agriculture <input type="checkbox"/> 620 Other Food & Drug <input type="checkbox"/> 625 Drug Related Seizure of Property 21 USC 881 <input type="checkbox"/> 630 Liquor Laws <input type="checkbox"/> 640 R.R. & Truck <input type="checkbox"/> 650 Airline Regs. <input type="checkbox"/> 660 Occupational Safety/Health <input type="checkbox"/> 690 Other <b>LABOR</b> <input type="checkbox"/> 710 Fair Labor Standards Act <input type="checkbox"/> 720 Labor/Mgmt. Relations <input type="checkbox"/> 730 Labor/Mgmt. Reporting & Disclosure Act <input type="checkbox"/> 740 Railway Labor Act <input type="checkbox"/> 790 Other Labor Litigation <input type="checkbox"/> 791 Empl. Ret. Inc. Security Act <b>IMMIGRATION</b> <input type="checkbox"/> 462 Naturalization Application <input type="checkbox"/> 463 Habeas Corpus - Alien Detainee <input type="checkbox"/> 465 Other Immigration Actions	<input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 <b>PROPERTY RIGHTS</b> <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 840 Trademark <b>SOCIAL SECURITY</b> <input type="checkbox"/> 861 HIA (1395ff) <input type="checkbox"/> 862 Black Lung (923) <input type="checkbox"/> 863 DIWC/DIWW (405(g)) <input type="checkbox"/> 864 SSID Title XVI <input type="checkbox"/> 865 RSI (405(g)) <b>FEDERAL TAX SUITS</b> <input type="checkbox"/> 870 Taxes (U.S. Plaintiff or Defendant) <input type="checkbox"/> 871 IRS—Third Party 26 USC 7609	<input type="checkbox"/> 400 State Reapportionment <input type="checkbox"/> 410 Antitrust <input type="checkbox"/> 430 Banks and Banking <input type="checkbox"/> 450 Commerce <input type="checkbox"/> 460 Deportation <input type="checkbox"/> 470 Racketeer Influenced and Corrupt Organizations <input checked="" type="checkbox"/> 480 Consumer Credit <input type="checkbox"/> 490 Cable/Sat TV <input type="checkbox"/> 810 Selective Service <input type="checkbox"/> 850 Securities/Commodities/Exchange <input type="checkbox"/> 875 Customer Challenge 12 USC 3410 <input type="checkbox"/> 890 Other Statutory Actions <input type="checkbox"/> 891 Agricultural Acts <input type="checkbox"/> 892 Economic Stabilization Act <input type="checkbox"/> 893 Environmental Matters <input type="checkbox"/> 894 Energy Allocation Act <input type="checkbox"/> 895 Freedom of Information Act <input type="checkbox"/> 900 Appeal of Fee Determination Under Equal Access to Justice <input type="checkbox"/> 950 Constitutionality of State Statutes
<b>REAL PROPERTY</b> <input type="checkbox"/> 210 Land Condemnation <input type="checkbox"/> 220 Foreclosure <input type="checkbox"/> 230 Rent Lease & Ejectment <input type="checkbox"/> 240 Torts to Land <input type="checkbox"/> 245 Tort Product Liability <input type="checkbox"/> 290 All Other Real Property	<b>CIVIL RIGHTS</b> <input type="checkbox"/> 441 Voting <input type="checkbox"/> 442 Employment <input type="checkbox"/> 443 Housing/Accommodations <input type="checkbox"/> 444 Welfare <input type="checkbox"/> 445 Amer. w/Disabilities - Employment <input type="checkbox"/> 446 Amer. w/Disabilities - Other <input type="checkbox"/> 440 Other Civil Rights	<b>PRISONER PETITIONS</b> <input type="checkbox"/> 510 Motions to Vacate Sentence <b>Habeas Corpus:</b> <input type="checkbox"/> 530 General <input type="checkbox"/> 535 Death Penalty <input type="checkbox"/> 540 Mandamus & Other <input type="checkbox"/> 550 Civil Rights <input type="checkbox"/> 555 Prison Condition		

## V. ORIGIN

(Place an "X" in One Box Only)

- ☒ 1 Original Proceeding
- ☐ 2 Removed from State Court
- ☐ 3 Remanded from Appellate Court
- ☐ 4 Reinstated or Reopened
- ☐ 5 Transferred from another district (specify)
- ☐ 6 Multidistrict Litigation
- ☐ 7 Appeal to District Judge from Magistrate Judgment

## VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity):

15 U.S.C SECTION 1692

Brief description of cause:  
Fair Debt Collection Practices Act

## VII. REQUESTED IN COMPLAINT:

☐ CHECK IF THIS IS A CLASS ACTION UNDER F.R.C.P. 23

DEMAND \$

CHECK YES only if demanded in complaint:

JURY DEMAND: ☒ Yes ☐ No

## VIII. RELATED CASE(S)

(See instructions):

JUDGE

DOCKET NUMBER

Explanation:

10-31-11

DATE

SIGNATURE OF ATTORNEY OF RECORD

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.

Address of Plaintiff: 1413 Lemon Street, Clearwater FL 33756

Address of Defendant: 507 Prudential Road Harsham PA 19044

Place of Accident, Incident or Transaction: \_\_\_\_\_  
(Use Reverse Side For Additional Space)

Does this civil action involve a nongovernmental corporate party with any parent corporation and any publicly held corporation owning 10% or more of its stock?

(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))

Yes ☐ No ☒

Does this case involve multidistrict litigation possibilities?

Yes ☐ No ☒

RELATED CASE, IF ANY:

Case Number: \_\_\_\_\_ Judge \_\_\_\_\_ Date Terminated: \_\_\_\_\_

Civil cases are deemed related when yes is answered to any of the following questions:

1. Is this case related to property included in an earlier numbered suit pending or within one year previously terminated action in this court?  
Yes ☐ No ☒
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit pending or within one year previously terminated action in this court?  
Yes ☐ No ☒
3. Does this case involve the validity or infringement of a patent already in suit or any earlier numbered case pending or within one year previously terminated action in this court?  
Yes ☐ No ☒
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights case filed by the same individual?  
Yes ☐ No ☒

CIVIL: (Place ☒ in ONE CATEGORY ONLY)

A. Federal Question Cases:

1. ☐ Indemnity Contract, Marine Contract, and All Other Contracts
2. ☐ FELA
3. ☐ Jones Act-Personal Injury
4. ☐ Antitrust
5. ☐ Patent
6. ☐ Labor-Management Relations
7. ☐ Civil Rights
8. ☐ Habeas Corpus
9. ☐ Securities Act(s) Cases
10. ☐ Social Security Review Cases
11. ☒ All other Federal Question Cases 15 U.S.C. § 1692  
(Please specify)

B. Diversity Jurisdiction Cases:

1. ☐ Insurance Contract and Other Contracts
2. ☐ Airplane Personal Injury
3. ☐ Assault, Defamation
4. ☐ Marine Personal Injury
5. ☐ Motor Vehicle Personal Injury
6. ☐ Other Personal Injury (Please specify)
7. ☐ Products Liability
8. ☐ Products Liability — Asbestos
9. ☐ All other Diversity Cases  
(Please specify)

#### ARBITRATION CERTIFICATION

(Check Appropriate Category)

I, Craig Thor Kimmel, counsel of record do hereby certify:

- ☐ Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and belief, the damages recoverable in this civil action case exceed the sum of \$150,000.00 exclusive of interest and costs;
- ☐ Relief other than monetary damages is sought.

DATE: 10-31-11

Craig Thor Kimmel  
Attorney-at-Law

57100  
Attorney I.D.#

NOTE: A trial de novo will be a trial by jury only if there has been compliance with F.R.C.P. 38.

I certify that, to my knowledge, the within case is not related to any case now pending or within one year previously terminated action in this court except as noted above.

DATE: 10-31-11

Craig Thor Kimmel  
Attorney-at-Law

57100  
Attorney I.D.#

**IN THE UNITED STATES DISTRICT COURT  
FOR THE EASTERN DISTRICT OF PENNSYLVANIA**

**CASE MANAGEMENT TRACK DESIGNATION FORM**

Nan Hutchinson

CIVIL ACTION

v.

NCO Financial Systems, Inc.

NO.

In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.

**SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:**

- (a) Habeas Corpus – Cases brought under 28 U.S.C. § 2241 through § 2255. ( )
- (b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ( )
- (c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2. (X)
- (d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos. ( )
- (e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.) ( )
- (f) Standard Management – Cases that do not fall into any one of the other tracks. ( )

<u>10-31-11</u> <b>Date</b>	<u>Craig Ther Kimmel</u> <b>Attorney-at-law</b>	<u>Nan Hutchinson</u> <b>Attorney for</b>
<u>215-540-8888</u> <b>Telephone</b>	<u>877-788-2864</u> <b>FAX Number</b>	<u>Kimmel@creditlaw.com</u> <b>E-Mail Address</b>

NAN HUTCHINSON,  
Plaintiff  
v.  
NCO FINANCIAL SYSTEMS, INC.,  
Defendant

)  
)  
)  
)  
) **Case No.:**  
)  
) **COMPLAINT AND DEMAND FOR**  
) **JURY TRIAL**  
)  
) **(Unlawful Debt Collection Practices)**

NAN HUTCHINSON (“Plaintiff”), by and through her attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. (“Defendant”):

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 *et seq.* ("FDCPA").

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before “any appropriate United States district court without regard to the amount in controversy,” and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

3. Defendant has its corporate headquarters in the Commonwealth of Pennsylvania and as such, personal jurisdiction is established.

4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).



**PARTIES**

5. Plaintiff is a natural person residing in Clearwater, Florida.

6. Plaintiff is a person granted a cause of action under the FDCPA. See 15 U.S.C. § 1692k(a) and Wenrich v. Cole, 2000 U.S. Dist. LEXIS 18687 (E.D. Pa. Dec. 22, 2000).

7. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road, Horsham, PA 19044.

8. Defendant is a “debt collector” as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.

9. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

**PRELIMINARY STATEMENT**

10. The Fair Debt Collection Practices Act (“FDCPA”) is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 *et seq.* The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

11. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a “debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any

1 person in connection with the collection of a debt.” 15 U.S.C. § 1692d. Second, a “debt  
2 collector may not use any false, deceptive, or misleading representation or means in connection  
3 with the collection of any debt.” 15 U.S.C. § 1692e. And third, a “debt collector may not use  
4 unfair or unconscionable means to collect or attempt to collect any debt.” 15 U.S.C. § 1692f.  
5 The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there  
6 exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which  
7 harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in  
8 connection with the collection of a debt.  
9

10 12. In enacting the FDCPA, the United States Congress found that “[t]here is  
11 abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many  
12 debt collectors,” which “contribute to the number of personal bankruptcies, to marital instability,  
13 to the loss of jobs, and to invasions of individual privacy.” 15 U.S.C. § 1692a. Congress  
14 additionally found existing laws and procedures for redressing debt collection injuries to be  
15 inadequate to protect consumers. 15 U.S.C. § 1692b.

16 13. Congress enacted the FDCPA to regulate the collection of consumer debts by debt  
17 collectors. The express purposes of the FDCPA are to “eliminate abusive debt collection  
18 practices by debt collectors, to insure that debt collectors who refrain from using abusive debt  
19 collection practices are not competitively disadvantaged, and to promote consistent State action  
20 to protect consumers against debt collection abuses.” 15 U.S.C. § 1692e.  
21  
22  
23  
24  
25

**FACTUAL ALLEGATIONS**

16. Defendant and others it retained began in August 2011, and continuing through October 2011, constantly and continuously placing harassing and abusive collection calls to Plaintiff seeking and demanding payment for an alleged consumer debt of another person.

17. Upon information and belief, the debt Defendant was seeking to collect arose out of transactions that were primarily for personal, family, or household purposes.

18. Defendant and others it retained placed calls to Plaintiff's cellular telephone.

19. In its first telephone call to Plaintiff, Defendant disclosed Plaintiff that it was seeking to collect a debt owed by another person.

20. Plaintiff informed Defendant that she is not the person that it was seeking to contact, that the individual did not live with her, that the individual could not be contacted at the number it was calling, and not to call her anymore.

21. Despite being informed that Plaintiff did not know the individual that they were seeking to contact, Defendant continued to call Plaintiff on a repetitive and continuous basis in an attempt to collect the debt.

22. Defendant contacted Plaintiff, on average, at least two (2) times a day, sometimes calling her as frequently as four (4) times a day.

23. As a result of Defendant's continuous and repetitive telephone calls, Plaintiff received at least ten (10) collection calls a week from Defendant for more than eight (8) weeks.

24. Wanting Defendant's repeated telephone calls to stop, Plaintiff obtained legal counsel to help her.

25. On September 15, 2011, Counsel for Plaintiff sent correspondence to Defendant advising Defendant that Plaintiff was represented by counsel and to cease contacting her. See

1 Exhibit A, September 15, 2011, letter to Defendant.

2 26. Defendant, however, ignored the instructions of Plaintiff's counsel and continued  
3 to contact Plaintiff.

4 27. Specifically, on October 24, 2011, Defendant, by and through its employee  
5 identified to Plaintiff as "Kevin Simmons," contacted Plaintiff on her cellular telephone in its  
6 attempts to collect a debt.

7 28. Defendant contacted Plaintiff from the following telephone number: (866) 832-  
8 1224, which the undersigned has confirmed is a telephone number belonging to Defendant.

9 29. Defendant failed to investigate or verify contact information prior to and after  
10 calling Plaintiff.

11 30. Defendant failed to update its records to avoid further harassment of Plaintiff.

12 31. The repetitive calls to Plaintiff were disturbing, harassing, and an invasion of  
13 privacy.

#### 14 CONSTRUCTION OF APPLICABLE LAW

15 32. The FDCPA is a strict liability statute. Taylor v. Perrin, Landry, deLaunay &  
16 Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer  
17 need not show intentional conduct by the debt collector to be entitled to damages." Russell v.  
18 Equifax A.R.S., 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233  
19 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status  
20 violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).

21 33. The FDCPA is a remedial statute, and therefore must be construed liberally in  
22 favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The  
23 remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit



1 & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). “Because the FDCPA, like the  
 2 Truth in Lending Act (TILA) 15 U.S.C §1601 *et seq.*, is a remedial statute, it should be  
 3 construed liberally in favor of the consumer.” Johnson v. Riddle, 305 F. 3d 1107 (10th Cir.  
 4 2002).

5 34. The FDCPA is to be interpreted in accordance with the “least sophisticated”  
 6 consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano  
 7 v. Harrison, 950 F. 2d 107 (3<sup>rd</sup> Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc.,  
 8 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not “made for the protection of experts, but for  
 9 the public - that vast multitude which includes the ignorant, the unthinking, and the credulous,  
 10 and the fact that a false statement may be obviously false to those who are trained and  
 11 experienced does not change its character, nor take away its power to deceive others less  
 12 experienced.” Id. The least sophisticated consumer standard serves a dual purpose in that it  
 13 ensures protection of all consumers, even naive and trusting, against deceptive collection  
 14 practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of  
 15 collection notices. Clomon, 988 F. 2d at 1318.

17 **COUNT I**  
 18 **DEFENDANT VIOLATED THE**  
 19 **FAIR DEBT COLLECTION PRACTICES ACT**

20 35. In its actions to collect a debt, Defendant violated the FDCPA in one or more of  
 21 the following ways:

- 22 a. Defendant violated the FDCPA generally;
- 23 b. Defendant violated §1692b(2) of the FDCPA when it disclosed to Plaintiff
- 24 that another person owes a debt;
- 25 c. Defendant violated §1692b(3) of the FDCPA when it communicated with

1 Plaintiff more than once;

2 d. Defendant violated §1692c(a)(1) of the FDCPA when it communicated with  
3 Plaintiff at a time or place that it knew or should have known was  
4 inconvenient;

5 e. Defendant violated §1692c(a)(2) of the FDCPA when it communicated with  
6 Plaintiff whether they knew she was represented by counsel;

7 f. Defendant violated §1692c(b) of the FDCPA when it communicated with  
8 Plaintiff about another person's debt;

9 g. Defendant violated §1692c(c) of the FDCPA when it communicated with  
10 Plaintiff after she notified Defendant in writing that she did wanted them to  
11 cease further communication with her;

12 h. Defendant violated §1692d of the FDCPA when it harassed, oppressed or  
13 abused Plaintiff in connection with the collection of a debt;

14 i. Defendant violated §1692d(5) of the FDCPA when caused Plaintiff's phone to  
15 ring repeatedly or continuously with the intent to annoy, abuse, or harass  
16 Plaintiff; and

17 j. Defendant violated §1692f of the FDCPA when it used unfair and  
18 unconscionable means in connection with the collection of a debt.  
19

20 WHEREFORE, Plaintiff, NAN HUTCHINSON, respectfully prays for a judgment as  
21 follows:  
22

23 a. All actual damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);

24 b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to  
25 15 U.S.C. § 1692k(a)(2)(A);

- 1 c. All reasonable attorneys' fees, witness fees, court costs and other litigation  
2 costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and  
3 d. Any other relief deemed appropriate by this Honorable Court.  
4

5 **DEMAND FOR JURY TRIAL**

6 PLEASE TAKE NOTICE that Plaintiff, NAN HUTCHINSON, demands a jury trial in  
7 this case.  
8

9  
10 RESPECTFULLY SUBMITTED,

11 Date: 10-31-11

12 By: \_\_\_\_\_

13 Craig Thor Kimmel

14 Attorney ID No. 57100

15 Tara L. Patterson

16 Attorney ID No. 88343

17 Kimmel & Silverman, P.C.

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CRAIG THOR KIMMEL<sup>\*,†</sup>  
ROBERT M. SILVERMAN<sup>\*,‡</sup>

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<sup>†</sup> Member, NJ Bar  
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<sup>§</sup> Member, NY Bar  
<sup>||</sup> Member, MA Bar  
<sup>¶</sup> Member, MD Bar  
<sup>\*\*</sup> Member, OH Bar  
<sup>‡</sup> Member, MI Bar  
<sup>□</sup> Member, NH Bar  
<sup>•</sup> Member, CT Bar  
<sup>ˆ</sup> Member, TN Bar  
<sup>ˆ</sup> Member, WY Bar  
<sup>ˆ</sup> Member, DC Bar  
<sup>ˆ</sup> Member, CA Bar



[www.CREDITLAW.com](http://www.CREDITLAW.com)  
(800)-NOT-FAIR

CORPORATE HEADQUARTERS  
30 E. Butler Pike, Ambler, PA 19002  
Toll Free (800)-668-3247  
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DELAWARE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, (302) 791-9373  
NEW ENGLAND, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, (860) 866-4380  
NEW JERSEY, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, (856) 429-8334  
NEW YORK, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, (212) 719-7543  
WESTERN DISTRICT OF NY, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, (716) 332-6112  
W. PENNSYLVANIA, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, (412) 566-1001  
Please reply to CORPORATE HEADQUARTERS

September 15, 2011

**VIA E-MAIL**

Ross S. Enders, Esq.  
Sessions, Fishman, Nathan & Israel, LLC  
200 Route 31 North, Suite 203  
Flemington, NJ 08822

**RE: Hutchinson, Nan v. NCO Financial Systems, Inc.**

Dear Mr. Enders:

Please be advised that we represent the above-named individual regarding claims against your company pursuant to the Federal Fair Debt Collection Practices Act, 15 U.S.C 1692, et seq. and State law. Having been formally notified of representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to our attention only. We reserve the right to seek injunctive relief should you fail to honor these directives.

**THIS LETTER ALSO SERVES AS NOTICE TO IMMEDIATELY CEASE AND DESIST CONTACTING OUR CLIENT** with respect to the collection or attempted collection of any debt, pursuant to the federal Fair Debt Collection Practices Act, 15 U.S.C. §§ 1692b(6) and 1692c(b), et seq. There to be absolutely no calls, letters, or other communications whatsoever by any debt collector. Do not contact our client at home, at work, by cellular phone, by mail or otherwise.

Based upon the information received to date, an FDCPA claim is being prepared and will be filed against your company without further advance notice. You may if desired, contact us to discuss the matter but in any event, do not attempt to communicate with our client directly.

*"When Debt Collectors Called you, they never expected you to call us"*

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Sincerely,

/s/ Craig Thor Kimmel

Craig Thor Kimmel  
Kimmel & Silverman, P.C.